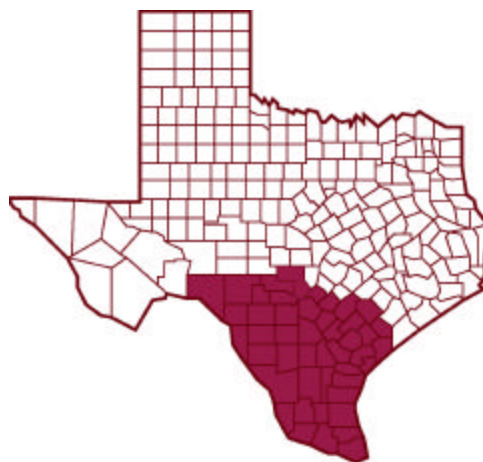


Survey (CAHPS™ 4.0H) Results for South Texas Plans

The counties included in the South Texas area are:

Aransas	Cameron	Gillespie	Jim Wells	La Salle	Real	Webb
Atascosa	Comal	Goliad	Karnes	Lavaca	Refugio	Willacy
Bandera	De Witt	Gonzales	Kendall	Live Oak	San Patricio	Wilson
Bee	Dimmitt	Guadalupe	Kenedy	Maverick	Starr	Zapata
Bexar	Duval	Hidalgo	Kerr	McMullen	Uvalde	Zavala
Brooks	Edwards	Jackson	Kinney	Medina	Val Verde	
Calhoun	Frio	Jim Hogg	Kleberg	Nueces	Victoria	



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the South Texas area are featured in this section of the report.

Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the South Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2006.

How people rated their health plan

Survey (CAHPS™ 4.0H) Results

Percentage who rated their plan
6 or lower

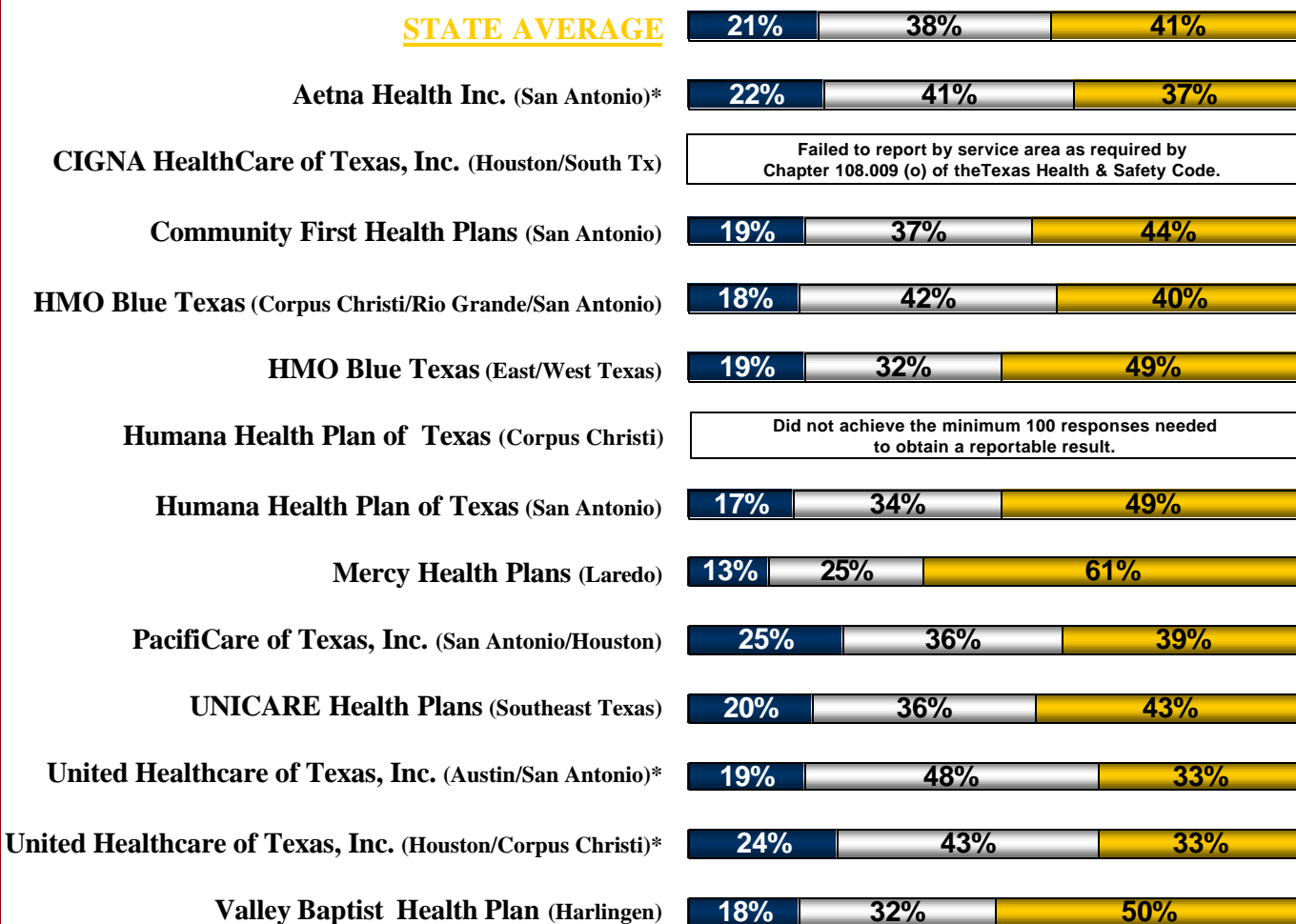
Percentage who rated their plan
7 or 8

Percentage who rated their plan
9 or 10

The bar graphs show answers to a survey question that asked people to **rate their health plan** on a scale from:

0 = “worst health plan possible” to **10** = “best health plan possible”

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

* Includes HMO & POS products. (See page 5 for explanation.)

How people rated their health care

Survey (CAHPS™ 4.0H) Results

Percentage who rated their care
6 or lower

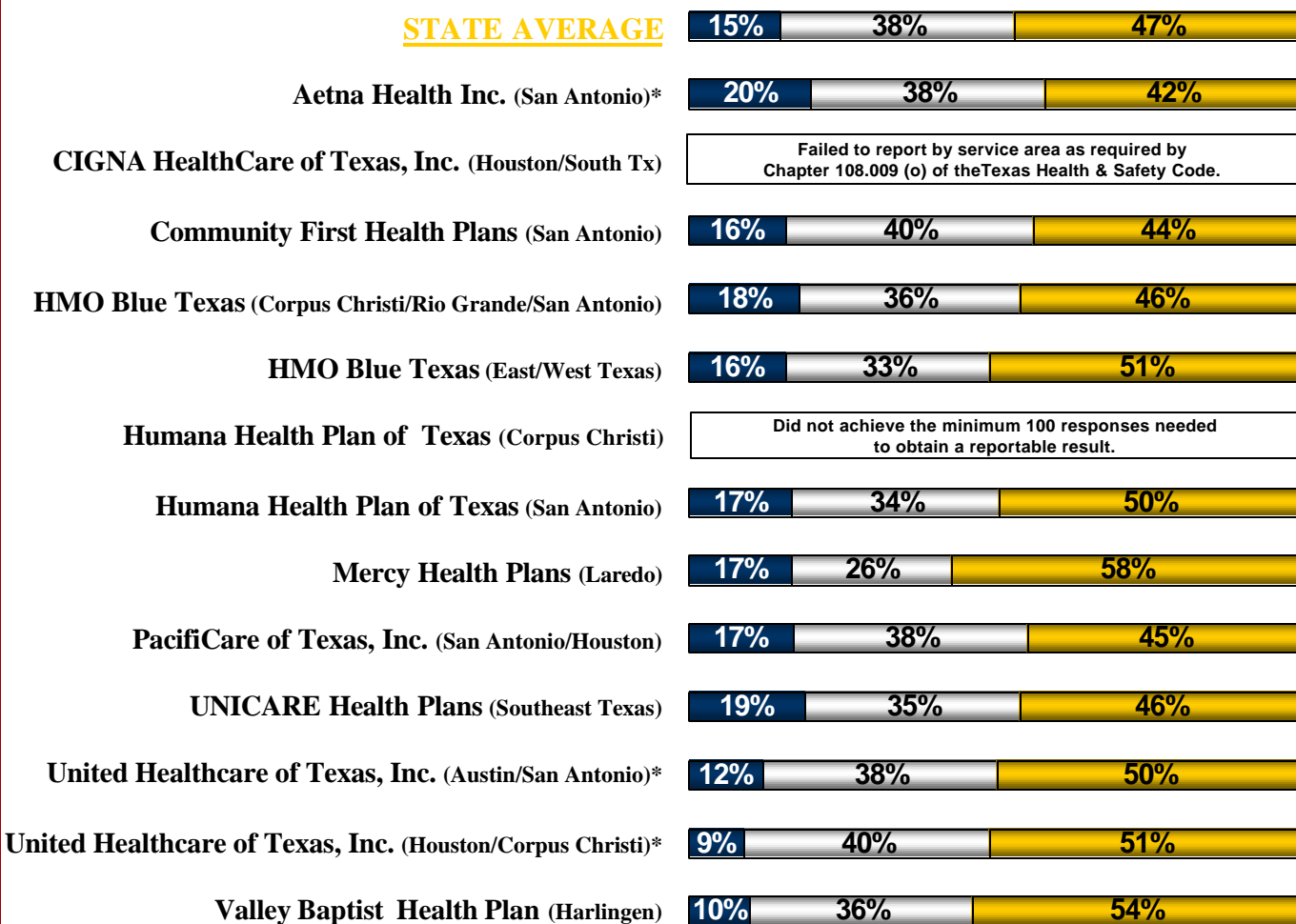
Percentage who rated their care
7 or 8

Percentage who rated their care
9 or 10

The bar graphs show answers to a survey question that asked people to **rate their health care** on a scale from:

0 = “worst health care possible” to **10** = “best health care possible”

STATE AVERAGE



Due to rounding, percentages may not add up to 100%.

** Includes HMO & POS products. (See page 5 for explanation.)*

Survey (CAHPS™ 4.0H) Results - South Texas

How people rated their personal doctor

Survey (CAHPS™ 4.0H) Results

Percentage who rated their personal doctor 6 or lower	Percentage who rated their personal doctor 7 or 8	Percentage who rated their personal doctor 9 or 10
---	---	--

The bar graphs show answers to a survey question that asked people to **rate their personal doctor** on a scale from:

0 = “worst personal doctor possible” to **10** = “best personal doctor possible”

STATE AVERAGE



Aetna Health Inc. (San Antonio)*



CIGNA HealthCare of Texas, Inc. (Houston/South Tx)

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

Community First Health Plans (San Antonio)



HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



HMO Blue Texas (East/West Texas)



Humana Health Plan of Texas (Corpus Christi)

Did not achieve the minimum 100 responses needed to obtain a reportable result.

Humana Health Plan of Texas (San Antonio)



Mercy Health Plans (Laredo)



PacifiCare of Texas, Inc. (San Antonio/Houston)



UNICARE Health Plans (Southeast Texas)



United Healthcare of Texas, Inc. (Austin/San Antonio)*



United Healthcare of Texas, Inc. (Houston/Corpus Christi)*



Valley Baptist Health Plan (Harlingen)



Due to rounding, percentages may not add up to 100%.

** Includes HMO & POS products. (See page 5 for explanation.)*

How people rated their specialist

Survey (CAHPS™ 4.0H) Results

Percentage who rated their
specialist
6 or lower

Percentage who rated their
specialist
7 or 8

Percentage who rated their
specialist
9 or 10

The bar graphs show answers to a survey question that asked people to **rate their specialist** on a scale from:

0 = “worst specialist possible” to **10** = “best specialist possible”

STATE AVERAGE



Aetna Health Inc. (San Antonio)*



CIGNA HealthCare of Texas, Inc. (Houston/South Tx)

Failed to report by service area as required by
Chapter 108.009 (o) of the Texas Health & Safety Code.

Community First Health Plans (San Antonio)



HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



HMO Blue Texas (East/West Texas)



Humana Health Plan of Texas (Corpus Christi)

Did not achieve the minimum 100 responses needed
to obtain a reportable result.

Humana Health Plan of Texas (San Antonio)



Mercy Health Plans (Laredo)



PacifiCare of Texas, Inc. (San Antonio/Houston)



UNICARE Health Plans (Southeast Texas)



United Healthcare of Texas, Inc. (Austin/San Antonio)*



United Healthcare of Texas, Inc. (Houston/Corpus Christi)*



Valley Baptist Health Plan (Harlingen)



Due to rounding, percentages may not add up to 100%.

* Includes HMO & POS products. (See page 5 for explanation.)

Survey (CAHPS™ 4.0H) Results - South Texas

This year's results are not directly comparable to prior years' results and may not be appropriate for trending purposes due to changes in question and response choice wording and the deletion of three questions.

Getting needed care

Survey (CAHPS™ 4.0H) Results

Percentage who said they sometimes or never received care that was needed	Percentage who said they usually received care that was needed	Percentage who said they always received care that was needed
---	--	---

The bar graphs show answers to survey questions that asked people **how often** it was easy for them to:

- Get appointments with specialists.
- Get care, tests or treatment they needed through their health plan.

STATE AVERAGE



Aetna Health Inc. (San Antonio)*



CIGNA HealthCare of Texas, Inc. (Houston/South Tx)

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

Community First Health Plans (San Antonio)



HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



HMO Blue Texas (East/West Texas)



Humana Health Plan of Texas (Corpus Christi)

Did not achieve the minimum 100 responses needed to obtain a reportable result.

Humana Health Plan of Texas (San Antonio)



Mercy Health Plans (Laredo)



PacifiCare of Texas, Inc. (San Antonio/Houston)



UNICARE Health Plans (Southeast Texas)



United Healthcare of Texas, Inc. (Austin/San Antonio)*



United Healthcare of Texas, Inc. (Houston/Corpus Christi)*



Valley Baptist Health Plan (Harlingen)



Due to rounding, percentages may not add up to 100%.

* Includes HMO & POS products. (See page 5 for explanation.)

This year's results are not directly comparable to prior years' results and may not be appropriate for trending purposes due to the deletion of two questions.

Getting care quickly

Survey (CAHPS™ 4.0H) Results

Percentage who said they sometimes or never got care quickly	Percentage who said they usually got care quickly	Percentage who said they always got care quickly
---	--	---

The bar graphs show answers to survey questions that asked people **how often** they:

- Got care as soon as they needed when they were sick or injured.
- Got an appointment as soon as they needed when they weren't sick or injured.

STATE AVERAGE



Aetna Health Inc. (San Antonio)*



CIGNA HealthCare of Texas, Inc. (Houston/South Tx)

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

Community First Health Plans (San Antonio)



HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



HMO Blue Texas (East/West Texas)



Humana Health Plan of Texas (Corpus Christi)

Did not achieve the minimum 100 responses needed to obtain a reportable result.

Humana Health Plan of Texas (San Antonio)



Mercy Health Plans (Laredo)



PacifiCare of Texas, Inc. (San Antonio/Houston)



UNICARE Health Plans (Southeast Texas)



United Healthcare of Texas, Inc. (Austin/San Antonio)*



United Healthcare of Texas, Inc. (Houston/Corpus Christi)*



Valley Baptist Health Plan (Harlingen)



Due to rounding, percentages may not add up to 100%.

* Includes HMO & POS products. (See page 5 for explanation.)

Survey (CAHPS™ 4.0H) Results - South Texas

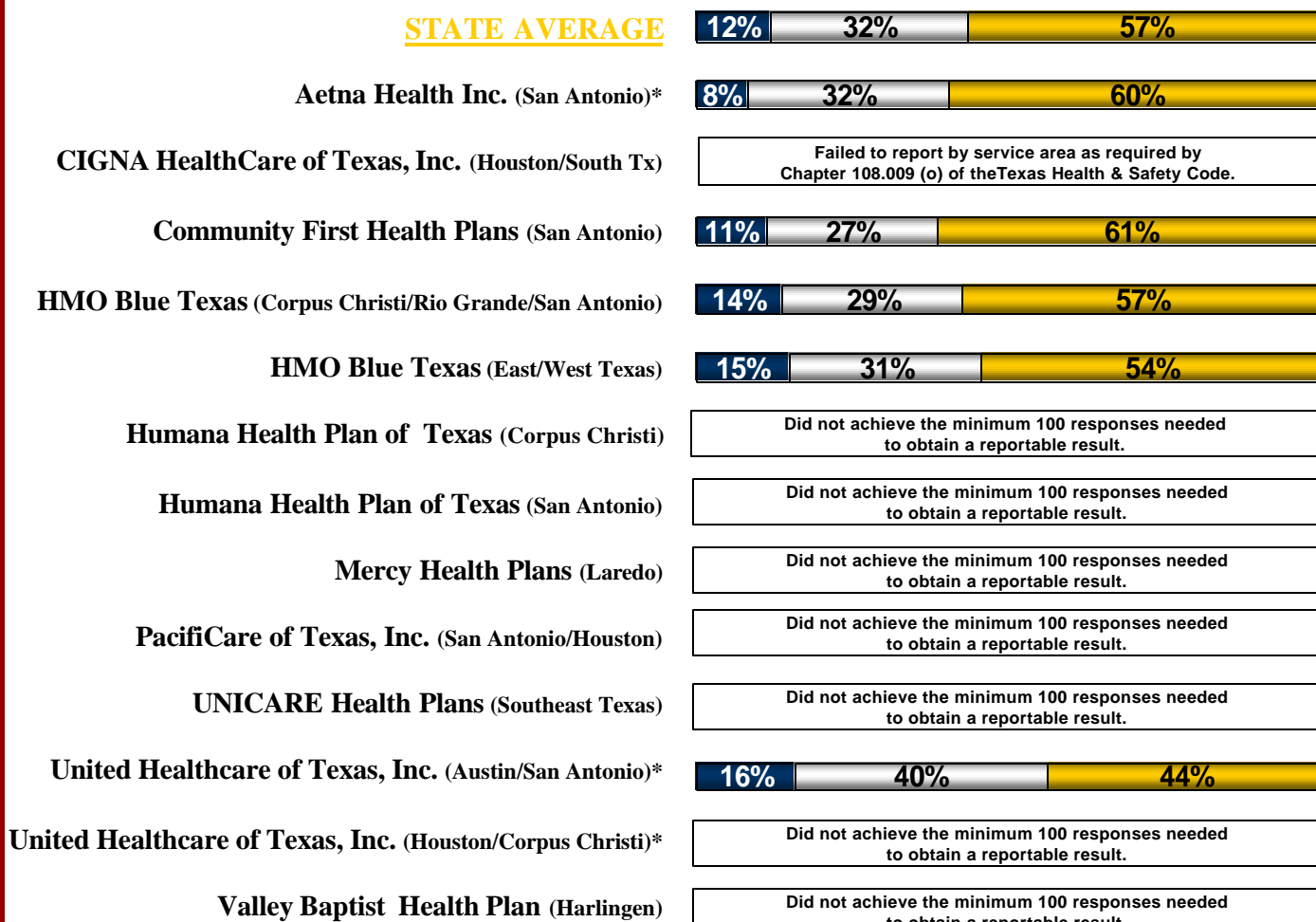
Handling of claims quickly and correctly

Survey (CAHPS™ 4.0H) Results

Percentage who said their plan sometimes or never handled claims quickly and correctly	Percentage who said their plan usually handled claims quickly and correctly	Percentage who said their plan always handled claims quickly and correctly
---	--	---

The bar graphs show answers to survey questions that asked people **how often** their health plan:

- Handled claims quickly.
- Handled claims correctly.



Due to rounding, percentages may not add up to 100%.

** Includes HMO & POS products. (See page 5 for explanation.)*

This year's results are not directly comparable to prior years' results and may not be appropriate for trending purposes due to changes in question and response choice wording and the addition of one question.

Health plan customer service

Survey (CAHPS™ 4.0H) Results

Percentage who said customer service was **sometimes or never** efficient and helpful

Percentage who said customer service was **usually** efficient and helpful

Percentage who said customer service was **always** efficient and helpful

The bar graphs show answers to survey questions that asked people **how often**:

- Written materials or the internet provided the information they needed about how their health plan works.
- They got the information or help they needed from their health plan's customer service.
- Their health plan's customer service staff treated them with courtesy and respect.
- The forms they got from their health plan were easy to fill out.

STATE AVERAGE



Aetna Health Inc. (San Antonio)*



CIGNA HealthCare of Texas, Inc. (Houston/South Tx)

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

Community First Health Plans (San Antonio)



HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



HMO Blue Texas (East/West Texas)



Humana Health Plan of Texas (Corpus Christi)

Did not achieve the minimum 100 responses needed to obtain a reportable result.

Humana Health Plan of Texas (San Antonio)



Mercy Health Plans (Laredo)



PacifiCare of Texas, Inc. (San Antonio/Houston)



UNICARE Health Plans (Southeast Texas)



United Healthcare of Texas, Inc. (Austin/San Antonio)*



United Healthcare of Texas, Inc. (Houston/Corpus Christi)*

Did not achieve the minimum 100 responses needed to obtain a reportable result.

Valley Baptist Health Plan (Harlingen)



Due to rounding, percentages may not add up to 100%.

* Includes HMO & POS products. (See page 5 for explanation.)

Survey (CAHPS™ 4.0H) Results - South Texas

How well doctors communicate

Survey (CAHPS™ 4.0H) Results

Percentage who said their doctors
sometimes or never
communicated well

Percentage who said their doctors
usually
communicated well

Percentage who said their doctors
always
communicated well

The bar graphs show answers to survey questions that asked people **how often** their personal doctor:

- Explained things in a way that was easy for them to understand.
- Listened carefully to them.
- Showed respect for what they had to say.
- Spent enough time with them.

STATE AVERAGE



Aetna Health Inc. (San Antonio)*



CIGNA HealthCare of Texas, Inc. (Houston/South Tx)

Failed to report by service area as required by
Chapter 108.009 (o) of the Texas Health & Safety Code.

Community First Health Plans (San Antonio)



HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)



HMO Blue Texas (East/West Texas)



Humana Health Plan of Texas (Corpus Christi)

Did not achieve the minimum 100 responses needed
to obtain a reportable result.

Humana Health Plan of Texas (San Antonio)



Mercy Health Plans (Laredo)



PacifiCare of Texas, Inc. (San Antonio/Houston)



UNICARE Health Plans (Southeast Texas)



United Healthcare of Texas, Inc. (Austin/San Antonio)*



United Healthcare of Texas, Inc. (Houston/Corpus Christi)*



Valley Baptist Health Plan (Harlingen)



Due to rounding, percentages may not add up to 100%.

* Includes HMO & POS products. (See page 5 for explanation.)

Response rate for all plans in the survey

Response rate = (completed surveys / [total sample – ineligible])

State Average = 29%

Aetna Health Inc. (Austin)	26%
Aetna Health Inc. (Dallas/Ft Worth)	30%
Aetna Health Inc. (El Paso)	26%
Aetna Health Inc. (Houston)	25%
Aetna Health Inc. (San Antonio)	28%
CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)	FTR
CIGNA HealthCare of Texas, Inc. (Houston/South Tx)	FTR
Community First Health Plans (San Antonio)	38%
FIRSTCARE (Abilene)	29%
FIRSTCARE (Amarillo)	26%
FIRSTCARE (Lubbock)	25%
FIRSTCARE (Waco)	26%
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	41%
HMO Blue Texas (Dallas/Ft Worth)	36%
HMO Blue Texas (East/West Texas)	37%
HMO Blue Texas (Houston)	33%
Humana Health Plan of Texas (Austin)	24%
Humana Health Plan of Texas (Corpus Christi)	22%
Humana Health Plan of Texas (Houston)	17%
Humana Health Plan of Texas (San Antonio)	28%
Mercy Health Plans (Laredo)	31%
PacifiCare of Texas (Dallas/Austin)	30%
PacifiCare of Texas (San Antonio/Houston)	31%
Scott and White Health Plan (Central Texas)	38%
UNICARE Health Plans (Southeast Texas)	32%
United Healthcare of Texas, Inc. (Austin/San Antonio)	23%
United Healthcare of Texas, Inc. (Dallas)	20%
United Healthcare of Texas, Inc. (Houston/Corpus Christi)	19%
Valley Baptist Health Plan (Harlingen)	25%

FTR = Failed to report by service area as required by Chapter 108.009 (o) of Texas Health and Safety Code

